



November 23, 2005

VIA ELECTRONIC FILING

Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

**RE: WC Docket No. 05-196 Accatel Technologies, Inc. – COMPLIANCE LETTER**

Dear Ms. Dortch,

Accatel Technologies, Inc. d/b/a Callcentric (“Callcentric”) [<http://www.callcentric.com>] is filing this report in response to the Commission’s VoIP E911 Order and the Public Notice issued by the FCC Enforcement Bureau on November 7, 2005. The report below details the status of Callcentric’s efforts to comply with the Commission Rule.

As background, Callcentric is a VoIP network provider which offers both free and paid services to retail business and residential customers in locations throughout the world. Callcentric’s free subscribers are only able to place calls between themselves and other Callcentric subscribers and to SIP URI’s (other open VoIP networks), but not to or from the PSTN. Callcentric’s paid customers are able to place calls to and/or from the PSTN. We did not develop Callcentric to be a PSTN / POTS replacement service but rather as a supplement to existing PSTN / POTS service, and we have not and do not plan to market Callcentric as a PSTN / POTS replacement service anytime in the foreseeable future.

We opened the Callcentric service via its website ( [www.callcentric.com](http://www.callcentric.com) ) on July 5, 2005 to employees of Callcentric and affiliated companies, as well as friends and business partners. Prior to July 5, 2005 Callcentric was still in development and testing. Callcentric does not consider that it publicly launched its services until August 1, 2005. As of the date of this letter, Callcentric still has not begun advertising its services in the United States or its territories.

Furthermore, our marketing concept for Callcentric is not targeted at US consumers specifically, but rather at consumers worldwide (as is the case with our current subscriber base). Therefore we have not and do not plan to provide Customer Premise Equipment (CPE) to our customers; and ideas like those suggested by AT&T, MCI, and Verizon of detecting when a box is unplugged to detect the physical movement/removal of a device are not feasible. Other ideas we have seen in the Electronic Filing Database on this matter have suggested physically attaching the CPE to a wall (with screws/nails) to prevent it from being moved. Since we neither do the installation nor provide the CPE, this is also not feasible.

As requested in the Public Notice, Callcentric responds below to the questions set out in the Public Notice:

- 1. 911 Solution: This description should include a quantification, on a percentage basis, of the number of subscribers to whom the provider is able to provide 911 service in compliance with the rules established in the *VoIP 911 Order*.**

Response:

At this time Callcentric is not interconnected in any way with the 911 networks, and will not be before the November 28, 2005 deadline. Callcentric can currently provide 911 service to 0% of our subscribers. Callcentric has spent the last 4 months working with 5 different large and well known industry leaders at both the carrier and solution provider level to obtain interconnection to the 911 networks. During our negotiations with the carriers and providers we continually came across the following issues:

- A. Many of the carriers and solution providers asked for contractual terms and fees that we do not believe make sense, or are viable at this time for our business. Some specific examples would be extremely high initial cash setup fees, long term commitments (I.E. 2 or 3 years), and in at least one case terms stating that we could not attempt to obtain 911 services from other companies during the contract terms (I.E. an exclusive contract). In our experience many of the terms and fees specified are incredibly high and abnormal in the telecommunications business; and many of our upper level management and other employees have been actively involved in the carrier and wholesale side of the telecom business for over ten years.

Furthermore, we believe that many of the terms and fees were/are being strong armed on companies like ourselves simply because the carriers and solution providers are aware of the November 28<sup>th</sup> deadline.

At this time we are not willing to agree to terms presented by the companies we have spoken with; and the financial terms of these deals make us question whether it is worth complying with the FCC order, rather than just to stop selling services to US based customers.

- B. None of the companies we have spoken with has a good solution for nomadic voip. Since Callcentric has to date never sold hardware or software to support our services – rather asking the customer to provide their own; we believe it is completely necessary to have support for nomadic voip customers as that has been one of our primary marketing points on our website since our service was opened.
- C. None of the companies we have spoken with can re-provision a customers address in real-time; even though our systems are designed for completely real-time processing. Most of the 911 solution providers require a minimum of 12 hours to re-provision our customers address information in their databases and to notify us whether the update

was successful or not. We believe that this solution does not truly allow nomadic voip as a customer may update their location with us, and then place a 911 call before we have received notification that the address has been updated successfully. The only exception to this was one company we have spoken with that has a specific Service Level Agreement (SLA) stating that they will update their systems within 60 seconds; which is still not real time, but closer.

Callcentric at no time has done any advertising of its services within the United States. At this time Callcentric will not be providing 911 service to its existing customers until we can find a better and more reasonable solution for our business.

Beginning November 28, 2005 our web page will be updated to notify any new customer attempting to signup that says they will use the service within the United States or its territories that Callcentric cannot provide service to them because of the FCC's ruling. Our signup page will not allow individuals to signup with an address within the US or its territories. We believe that this complies with the statement made in the FCC's November 7, 2005 Public Notice that: *"we do expect that such providers will discontinue marketing VoIP service, and accepting new customers for their service, in all areas where they are not transmitting 911 calls to the appropriate PSAP in full compliance with the Commission's rules."* Also, as was stated previously – Callcentric to date has not advertised its services in the United States or its territories.

We believe all other sub-sections to this question are irrelevant at this time as we are not connected in any way to the 911 network.

100% of our active customers have been notified previously that 911 / E911 is not available through the Callcentric service, and have been provided with a location to download stickers to be placed on all phones and computers using the Callcentric service.

Callcentric will be re-notifying over the next few weeks all of our customers that 911 / E911 service is still unavailable via a notification screen upon login to our "My Callcentric" web management portal.

Sincerely,

/s/

Gregory Borodiansky  
Chief Technology Officer  
Accatel Technologies, Inc. d/b/a Callcentric

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